

Case Management FAQ

Q: Can anyone be certified as a case manager?

A: No. To be certified as a case manager, you must currently be an individual under the supervision of a qualified provider employed or contracted by the Utah Department of Human Services, (DHS) a local mental health authority, a local substance abuse authority, a DHS licensed homeless shelter, or a targeted homeless service program defined as: public or private not-for-profit organizations, faith-based organizations, state departments and agencies, units of local governments and Indian tribal governments who provide services to children, individuals, and/or families who are experiencing homeless or at risk of experiencing homeless contracted by the Department of Workforce Services (DWS).

Q: Who administers and corrects the exam?

A: The case manager's supervisor, who must be a qualified provider as defined in the Utah Medicaid Provider Manual (<https://medicaid.utah.gov/Documents/manuals/pdfs/Medicaid%20Provider%20Manuals/Targeted%20Case%20Management/Serious%20Mental%20Illness/Archive/2018/SeriousMentalIllness4-18.pdf>) for Targeted Case Management providers and meet one of the following requirements for non Targeted Case Management providers:

- (a) A Bachelor's Degree in human services or a related field and two years of experience in human services;
- (b) An Associate's Degree in human services or a related field and three years of experience in human services; or
- (c) Five years of experience in human services.

Q: What is a passing exam score?

A: 70% or above.

Q: Are there different applications to be certified as an Adult or Children's Case Manager?

A: Yes, there is a different application for Adult or Children's Case Management.

Q: Are there different exams for Adult or Children's Case Management?

A: Yes. Both are listed on the main case management page. <https://dsamh.utah.gov/education/certification/case-management>

Q: How long is my certification in effect?

A: A case manager must re-certify every three years and fulfill all requirements found in the case management rule. R523-7

Q: Can a case manager function in that duty if their certification has expired?

A: No. However, there may be circumstances where a licensed supervisor may sign off until case manager re-certifies. Prior approval from DSAMH is required.

Q: Does certification travel with me if I change my place of employment?

A: Yes, certification will transfer across qualified providers.

Q: How does DSAMH know if a case manager is no longer with the CMHC?

A: The supervisor should notify DSAMH within two weeks if a case manager is no longer employed at the CMHC.